



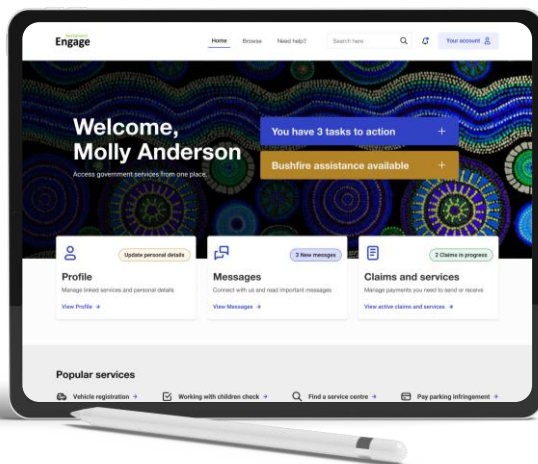
Deloitte.
Digital

GovConnect Engage

A human-centric, easy to use,
accessible and responsive customer
experience layer.

Powered by [Salesforce](#).

Creating a seamless experience,
boosting public perception and trust,
and enabling cost savings.



FEATURES

User experience

Enable users to easily navigate the platform and access the services they need with ease.

Accessibility

The front door should be accessible by everyone, regardless of their technical skills or abilities. The platform should comply with relevant standards and guidelines.

Security & Privacy

Users will be sharing sensitive information, so robust security measures and strict privacy policies must be in place to protect user data and maintain trust.

Integration

Legacy systems must be considered, and a successful front door should feature seamless integration with existing databases, CRM and CMS systems, an external APIs

Scalability

The front door needs to scale over time to accommodate increased traffic, new features and additional services. This means a flexible architecture and infrastructure that can adapt and grow as needed.

Personalisation

A front door must allow the user to tailor their experience to their individual needs. This will lead to better engagement and trust.

BENEFITS



Uses Deloitte's highly customisable, fully modular design system for Experience Cloud, CoreUI. It is a collection of LWC components to accelerate design and elevate the UX for Experience Cloud implementations.



A citizen-centric solution for people to have access to all their government services in one place.



Continuity of information, secure communication, and reduction of manual workload on staff



GovConnect Engage enables government to work better for citizens.

- Reduce user errors through clear, user-friendly UI/UX that makes services and information easy to find.
- Increased accessibility for those with disabilities.
- Reduced support requests through self service capabilities

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